



417 - APPOINTMENT AVAILABILITY MONITORING AND REPORTING POLICY

Original Date: 1/8/08

Effective Date: 10/1/08

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Staff responsible for policy: DHCM Operations

I. Purpose

This policy applies to Acute Care Contractors. This policy establishes a common process for AHCCCS Contractors to monitor and report the appointment availability and wait time of contracted Primary Care, Specialist, Dental and Maternity providers to ensure compliance with AHCCCS standards as set forth in Section D, Paragraph 33 of the contract.

II. Definitions

Established Patient: A Member that has received professional services from the physician or any other physician of the same specialty who belongs to the same group or practice, within the past three years.

New Patient: A Member that has not received any professional services from the physician or another physician of the same specialty who belongs to the same group practice, within the past three years.

Wait time: The time a patient has to wait in the provider's office beyond their scheduled appointment time.

III. Policy

A. Monitoring of Appointment Standards

1. **Provider Appointment Availability Review:** Contractors are required on a quarterly basis to review the availability of Routine, Urgent and Emergent appointments for Primary Care, Specialist and Dental providers. Contractors must also review these standards for Maternity Care providers relating to the first, second, and third trimesters and high risk pregnancies. Additionally, contractors must review the amount of time members must wait to be seen during a scheduled appointment by contracted providers. Contractors can utilize various methodologies to conduct this review including but not limited to: Appointment schedule review, secret shopper phone calls, etc. Contractors must conduct Provider Appointment Availability Reviews in sufficient quantity to ensure that results can be determined statistically significant.



2. **Member Appointment Availability Review:** Contractors must conduct Member Appointment Availability Reviews in sufficient quantity to ensure that results can be determined statistically significant regarding their experience with the availability of Primary Care, Specialist, Dental and Maternity Care appointments. This review must include the availability of Routine, Urgent and Emergent appointments as well as first, second, and third trimesters and high risk pregnancies. Contractors can utilize various methodologies to conduct this review including but not limited to: phone calls, monitoring of member complaints, etc.

B. Tracking and Reporting

1. Contractors must track the appointment availability on a quarterly basis for both New and Established Patients by Provider Type.
2. AHCCCS will review Contractor monitoring and corrective actions plans implemented as a result of provider non compliance of appointment standards, during annual Operational and Financial Reviews.
3. Contractors will submit the Appointment Availability Report, found in sections C and D, as a component of the Network Development and Management Plan along with an attestation of the validity of the methodologies utilized, including the statistical significance of the results, and a cover letter that summarizes the data; explains significant trending in either direction (positive or negative) and any interventions applied to areas of concern.

**C. Instructions For Completing the Appointment Availability Provider Report:
PCPs, Specialist, and Dentist**Section

Surveys:	Enter the total number of provider surveys conducted for both New and Established patients for each provider type.
Pass:	Enter total number of providers that were in compliance with the AHCCCS appointment standards.
Fail:	Enter total number of providers that were not in compliance with the AHCCCS appointment standards.
Compliance Percentage:	This column automatically calculates the percentage of providers that are compliant with the AHCCCS appointment standards.

Maternity CareSection



- Surveys:** Enter the total number of provider surveys conducted with Maternity care providers related to compliance with the AHCCCS standards for initial prenatal care appointments.
- Pass:** Enter total number of providers that were in compliance with the AHCCCS appointment standards for maternity care.
- Fail:** Enter total number of providers that were not in compliance with the AHCCCS appointment standards for maternity care.
- Compliance Percentage:** This column automatically calculates the percentage of providers that are compliant with the AHCCCS appointment standards for maternity care.

Wait TimesSection

- Surveys:** Enter the total number of surveys conducted related to compliance with the AHCCCS wait time standards.
- Pass:** Enter total number of providers that were in compliance with the AHCCCS wait time standards.
- Fail:** Enter total number of providers that were not in compliance with the AHCCCS wait time standards.
- Compliance Percentage:** This column automatically calculates the percentage of providers that are compliant with the AHCCCS wait time standards.

**D. Instructions For Completing the Appointment Availability Member Report:
PCPs, Specialist, and Dentist**Section

- Surveys:** Enter the total number of member surveys conducted for both New and Established patients for each provider type.
- Pass:** Enter total number of providers that were in compliance with the AHCCCS appointment standards.
- Fail:** Enter total number of providers that were not in compliance with the AHCCCS appointment standards.
- Compliance**



Percentage: This column automatically calculates the percentage of providers that are compliant with the AHCCCS appointment standards.

**Maternity Care**Section

Surveys: Enter the total number of member surveys conducted with Maternity care providers related to compliance with the AHCCCS standards for initial prenatal care appointments.

Pass: Enter total number of providers that were in compliance with the AHCCCS appointment standards for maternity care.

Fail: Enter total number of providers that were not in compliance with the AHCCCS appointment standards for maternity care.

Compliance Percentage: This column automatically calculates the percentage of providers that are compliant with the AHCCCS appointment standards for maternity care.

Wait TimesSection

Surveys: Enter the total number of surveys conducted related to compliance with the AHCCCS wait time standards.

Pass: Enter total number of providers that were in compliance with the AHCCCS wait time standards.

Fail: Enter total number of providers that were not in compliance with the AHCCCS wait time standards.

Compliance Percentage: This column automatically calculates the percentage of providers that are compliant with the AHCCCS wait time standards.

IV. References

1. Title 42, Code of Federal Regulations (42CFR) 438.206 (c)(1)(i) [Availability of Services]
2. Title 42, Code of Federal Regulations (42CFR) 438.206 (c)(1)(iv), (v) and (vi) [Availability of Services]
3. AHCCCS Acute Care Contract, Section D



Appointment Availability Provider Report: PCPs, Specialist, and Dentist		Routine				Urgent				Emergent			
Provider Type		Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage
PCP	New												
	Established												
Specialist	New												
	Established												
Dentist	New												
	Established												
Total													
Maternity Care													
	Request	Surveys	Pass	Fail	Compliance Percentage								
1st trimester 2nd trimester 3rd trimester High risk pregnancy	14 days												
	7 days												
	3 days												
	3 days*												
Total													

*within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

Wait Times	Surveys	Pass	Fail	Compliance Percentage
PCP				
Specialist				
Total				



AHCCCS CONTRACTOR OPERATIONS MANUAL

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Member Appointment Availability Report PCPs, Specialist, and Dentist		Routine				Urgent				Emergent			
Provider Type		Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage	Surveys	Pass	Fail	Compliance Percentage
PCP	New												
	Established												
Specialist	New												
	Established												
Dentist	New												
	Established												
Total													
Maternity Care													
	Request	Surveys	Pass	Fail	Compliance Percentage								
1st trimester 2nd trimester 3rd trimester High risk pregnancy	14 days												
	7 days												
	3 days												
	3 days*												
Total													

*within 3 days of identification of high risk by the Contractor or maternity care provider, or immediately if an emergency exists

Wait Times	Surveys	Pass	Fail	Compliance Percentage
PCP				
Specialist				
Total				

